

Complaints and feedback

We aim to resolve any problems at the earliest opportunity without you needing to make a formal complaint. We will use this information to help us improve our services.

You can give us feedback by filling out the feedback form, emailing info@orbit.org.uk or by calling the Customer Service Centre.

Formal complaints

A formal complaint is:

“A dissatisfaction about the actions, decisions or failures of our services after Orbit has had the opportunity to put things right.”

The formal complaints process has two steps:

- Investigation
- Review

Investigation

We aim to resolve as many formal complaints as quickly as possible. We will:

- Acknowledge your complaint in writing within three working days from the date we receive the complaint
- Respond in writing within ten working days from the date we receive your complaint
- Do all we can to fully investigate your complaint and achieve an outcome

If we are unable to fully respond within these timescales, we will let you know within ten working days when a full response will be sent.

Review

We will review complaints that are not satisfactorily resolved following investigation.

We will:

Ask you to clarify what remains unresolved and what outcome you are seeking

- Make sure a Senior Manager who was not involved at the investigation stage reviews the complaint

- Acknowledge your request for review within three working days from the date we receive the request
- Respond in writing within ten working days from the date we receive your request

Putting things right

There are many ways we can put things right if we have got something wrong. We can:

- Say sorry
- Provide an explanation or more information
- Action any decisions to carry out any repairs
- Use lessons learned to improve a service
- Involve an independent mediator if appropriate
- Arrange training or guidance for staff

Compensation

Customers do not have an automatic right to compensation. Each claim for compensation is considered on its individual merits.

Compensation claims are administered in accordance with Orbit's compensation policy.

The main aim is to resolve the complaint through practical solutions rather than paying compensation.

- Compensation will only be paid for exceptional worry, distress or inconvenience
- Compensation is not paid for missed appointments
- We do not escalate a complaint based on a request for increased compensation.

Compensation awards do not include service failures which are:

- The fault of a third party such as a utility company (such as electricity, water, gas)
- Beyond our control (for example, severe weather) or where we have told customers in advance that a service will not be available
- Subject to tribunal or legal proceedings.
- Insurance claims for financial loss or damage to third party property. We ask that you claim on your home contents insurance where it is appropriate to do so.

We do not deal with complaints:

- That relate to matters that happened over six months ago
- Where an appeal body or tribunal has been set up to deal with the issue
- That have already been before a court or tribunal
- Where matters are subject to civil or criminal court proceedings (unless there is a good reason to do so)

If the complaint is still unresolved

If you have gone through our internal complaints procedure but you still feel that your complaint has not been resolved you can contact:

Designated person - this is a mediator. It can be an MP, a local councillor or a recognised Tenant Panel. They will contact Orbit on your behalf and work with you and Orbit to come to a local resolution.

We will need your signed consent to discuss your complaint with the Designated Person. If they cannot resolve your complaint, they can refer you to the Housing Service Ombudsman.

Alternatively, you can wait eight weeks from the date you receive our final response letter and then contact the Housing Ombudsman Service yourself.

Housing Ombudsman Service – if you have completed our internal complaints procedure and eight weeks has passed since the date of our final response letter, this Service can consider your complaint.

Financial Ombudsman Service - this is an alternative service to the Housing Ombudsman Service for customers who have unsatisfactorily resolved complaints relating to Consumer Credit activities. You can approach them directly after completing our internal complaints procedure.

Royal Institution of Chartered Surveyors Ombudsman Service (RICS) - this is an alternative service to the Housing Ombudsman Service for leaseholders, private owners or commercial tenants. You can approach them directly after completing our internal complaints procedure.

For complaints or discrimination by Orbit relating to equality issues such as race, gender, disability etc, you may be referred to the Equality and Human Rights Commission.

How to get in touch

For further information please email us at:
info@orbit.org.uk

Or call:
0800 678 1221

Follow us:



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Live chat on our website
[orbit.org.uk](https://www.orbit.org.uk)



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